

CLAIMS

We claim:

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1. A system for transacting business comprising:
- a dispatch division receiving information related to a problem experienced by a customer;
 - the dispatch division deploying a technician in response to the information;
 - the technician receiving a request from the customer for a transaction different from the problem;
 - the technician receiving information related to the customer from the company over a communications network; and
 - the technician communicating the customer's request to the company using the communications network.
2. The system according to claim 1, wherein the company receives the request and automatically processes the request and modifies the customer's account information.
3. The system according to claim 1, wherein the communications network is wireless.
4. The system according to claim 1, wherein the communications network is wire line.

5. The system according to claim 1, wherein information related to the transaction is automatically sent by electronic mail to the technician's supervisor.

6. The system according to claim 1, wherein information related to the transaction is automatically sent by electronic mail to a sales division.

7. The system according to claim 1, wherein the transaction includes the sale of a service.

8. The system according to claim 1, wherein the transaction includes the sale of a product.

9. The system according to claim 1, wherein the customer's account information is automatically updated to include the transaction.

10. The system according to claim 1, wherein the information related to the customer includes customer account information.

11. A method for transacting business comprising the steps of:
receiving information related to a problem experienced by a customer;
deploying a technician in response to the information;

the technician receiving a request from the customer for a transaction different from the problem, while diagnosing and repairing the problem;
sending information related to the customer to the technician; and
receiving details of the transaction from the technician.

12. The method according to claim 11, wherein the communications occur over a wireless communications network.

13. The method according to claim 11, wherein the communications occur over a wire line communications network.

14. The method according to claim 11, further comprising an electronic mail message sent to the supervisor of the technician, including information related to the transaction.

15. The method according to claim 11, further comprising an electronic mail message sent to a sales division, including information related to the transaction.

16. The method according to claim 11, wherein the transaction includes the sale of a service.

17. The method according to claim 11, wherein the transaction includes the sale of a product.

18. The method according to claim 11, further comprising a step of automatically updating the customer account information with information related to the transaction.

19. The method according to claim 11, wherein the information related to the customer is customer account information.

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